



Daniel Halden <daniel.halden@lacity.org>

Re: Metro Bus No Show

11 messages

Kerry Morrison <Kerry@hollywoodbid.org>

Fri, Apr 29, 2016 at 7:27 AM

To: Matthew Severson <Matthew@hollywoodbid.org>, "KeinerB@metro.net" <KeinerB@metro.net>

Cc: Devin Strecker <Devin@hollywoodbid.org>, Daniel Halden <Daniel.Halden@lacity.org>

Hi all, I am copying Devin and Dan on this as well. When I used to serve on the street closure committee, we would sometimes hear from very frustrated neighbors who couldn't find their bus line during a street closure.

I think that for all of us who have access to automobiles, it is sometimes hard to put ourselves in the shoes of someone who relies on public transportation to get to their job, or school...or take a child to the doctor. I recall how we would learn about the extreme hardship for bus riders when both Sunset and Hollywood would be impacted with a closure (e.g. Christmas parade or first amendment event) and my understanding was that east-west bus riders would have to pick up their bus at Santa Monica. Imagine if you were disabled.

This is a segment of our community who are not going to be in a position to hail a cab or Uber – it is too expensive.

I thank you Matthew for bringing this to our attention – because it is hard for these riders to have a voice. I too have been taking the 212 up and down Vine on occasion, and have found myself walking sometimes when the bus was late.

Dan, here is a thought. Perhaps at one of the next Street Closure meetings there could be a discussion with Metro about how they re-route for a closure, and how riders are notified? One idea is this – since there are so many closures in this part of Hollywood, maybe there should be interactive signage that allows riders to determine exactly where there bus is that day. We could raise funds from the various venues to help pay for this.

Kerry

Sent using OWA for iPad

 From: Matthew Severson

Sent: Thursday, April 28, 2016 7:54:38 PM

To: KeinerB@metro.net

Cc: Kerry Morrison

Subject: Metro Bus No Show

Hi Bronwen!

I hope you're well. I'm not sure that you're the right Metro representative to bring this to, but I'm hoping you might be able to direct this to the appropriate party.

I'm an avid Metro rider (I don't own a vehicle) and use it daily to get around the city. Specifically, I catch the 212 bus at Hollywood/Sycamore to get to my home in Miracle Mile.

Unfortunately tonight, the bus simply did not show. In fact, it's been 46 minutes since the bus should've arrived per the Nextrip arrival times which I access via SMS on my phone. The other two buses, 213 and 217, also didn't show.

I shared the frustration with multiple people waiting, confused and helpless. I was embarrassed that tourists visiting Hollywood had no where to go or any direction as to whether or not a bus would ever come.

I presume this has something to do with the street closure at Hollywood & Highland, but again, if the buses are detoured or a schedule is changed, it should be clearly posted. Quite frankly, this is unacceptable and embarrassing.

This is NOT the first time this has happened to me personally. It honestly discourages me from riding Metro and I'm seriously reconsidering car ownership.

My apologies if this anger is misdirected but I don't think it's fair for Metro passengers to endure such unreliability without explanation. Again, many thanks for helping me air this concern to whomever might deal with this matter.

Many, many thanks Bronwen!

Best regards,

Matthew Severson

Sent from my iPhone

Daniel Halden <daniel.halden@lacity.org>

Fri, Apr 29, 2016 at 7:50 AM

To: Kerry Morrison <Kerry@hollywoodbid.org>

Cc: Matthew Severson <Matthew@hollywoodbid.org>, "KeinerB@metro.net" <KeinerB@metro.net>, Devin Strecker <Devin@hollywoodbid.org>

I reached out to metro a few weeks ago and they will finally be sending a regular representative to the meetings. They have been on the mailing list for ages but have not sent a rep. That should now change. I received similar complaints and inquiries as well. I agree, a better job of coordinating or re-routing needs to be done.

Dan Halden
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Sent from my iPhone

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To: Daniel

<dani

Matthew S. son

Devin Strecker

[Quoted text hidden]

Matthew Severson <Matthew@hollywoodbid.org>

Sun, May 22, 2016 at 2:27 PM

To: Kerry Morrison <Kerry@hollywoodbid.org>, "Keiner, Bronwen" <keinerb@metro.net>, Daniel Halden <daniel.halden@lacity.org>

Cc: "Edgley, Rodney" <edgleyr@metro.net>, "Soto, Patricia" <sotopa@metro.net>, Devin Strecker <Devin@hollywoodbid.org>

Bronwen,

I wanted to inform you that there has been no resolution to the issue I reported below. There is a street closure this weekend for a movie premiere at Highland and there are still no notices at the Hollywood/Sycamore bus stop. Where does one catch the 212/217/312 bus when there is a street closure? Im trying to understand why this oversight keeps being made. It seems like posting a notice is a simple solution to this problem.

Matthew

Get Outlook for iOS

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